

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Chang, et al.

Examiner: Jeanty, Romain

Serial No: 10/617,965

Group: 3623

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Docket: YOR920030197US1 (8728-627)

For: **SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING
BUSINESS LEVEL SERVICE LEVEL AGREEMENTS**

Mail Stop AF

Commissioner for Patents

P.O. Box 1450

Alexandria, VA. 22313

AMENDMENT UNDER 37 U.S.C. 1.116

Examiner:

This reply is in response to the Final Office Action dated March 10, 2007. Please consider the following amendments and remarks.